

CLAIMS

1 1. A system for managing computer system performance, comprising:
2 a user system, comprising:
3 a workstation;
4 at least one peripheral device in communication with said workstation;
5 at least one software application executable by said workstation;
6 a consolidated monitoring tool executable by said workstation; and
7 a database storing information relating to products installed on said user system;
8 and
9 a communications link for allowing said user system to communication with a
10 vendor system; wherein
11 said consolidated monitoring tool performs diagnostics, tuning, and configuration
12 services to said user system.

1 2. The system of claim 1 wherein said consolidated monitoring tool includes:
2 a system monitor application; and
3 an Internet connector application.

1 3. The system of claim 2, wherein said system monitor application receives data
2 from said Internet connector application for use in providing configuration services.

1 4. The system of claim 2, wherein said Internet connector application gathers
2 information relating to a product installed on said user system via an Internet connection
3 to a vendor system associated with said product.

1 5. The system of claim 4, wherein said Internet connector application builds a
2 database based upon said information gathered and stores said information in said
3 database.

1 6. The system of claim 5, wherein said information relating to said product
2 includes:
3 product name;
4 product version;
5 product alert; and
6 vendor contact information.

1 7. The system of claim 1, wherein said consolidated monitoring tool determines
2 optimum performance values for said user system and configures said user system in
3 accordance with said optimum performance values.

1 8. The system of claim 1, wherein said consolidated monitoring tool performs
2 said diagnostics via:
3 retrieving a detailed description of an error encountered by said user system; and
4 presenting said detailed description to said user system.

1 9. The system of claim 1, wherein said consolidated monitoring tool performs
2 said diagnostics via:
3 retrieving a list of action items from said database; and
4 presenting said list to said user system.

10. The system of claim 1, wherein said consolidated monitoring tool performs said diagnostics via:

- retrieving connection information relating to a vendor associated with an error encountered on said user system; and
- connecting to said vendor;
- retrieving corrective actions from said vendor; and
- displaying said corrective actions for said user system.

11. The system of claim 1, wherein said diagnostics, said tuning, and said configuration services are performed automatically by said consolidated monitoring tool.

12. A method for managing computer system performance, comprising:

- querying a user system for an inventory of all installed components upon installation of a new component;
- building a database of information relating to said installed components;
- extracting data relating to said new component and vendor;
- connecting to said vendor's web site using said data;
- retrieving product information relating to said new component;
- verifying requirements of said new product against existing installed components; and
- configuring said user system based upon said verifying said requirements.

13. The method of claim 12, wherein said installed components include:

- software;
- hardware; and
- peripheral devices.

1 14. The method of claim 12, wherein said database of information includes:
 2 product name;
 3 product release level;
 4 product maintenance level; and
 5 contact information for said vendor.

1 15. The method of claim 12, wherein said product information includes:
 2 product alerts;
 3 product maintenance level;
 4 current message translation tables; and
 5 diagnostic information.

1 16. The method of claim 15, wherein said message translation table includes:
 2 warning flags;
 3 error symptom strings;
 4 expanded text; and
 5 wizards.

1 17. The method of claim 12, wherein said verifying requirements includes
 2 determining available memory.

1 18. The method of claim 12, wherein said configuring is automatically
 2 performed.

1 19. The method of claim 12, wherein said configuring is manually performed.

20. A method for managing computer system performance, comprising:
 monitoring activities occurring on an executing application;
 upon encountering an error, intercepting said error, wherein:
 if said error is minor:
 searching a database for said error;
 displaying a corresponding explanation of said error for a user via translation
 tables in said database; and
 displaying a corresponding set of action items for resolving said error or
 preventing a future occurrence of said error; and
 if said error is severe:
 providing a detailed explanation of said error;
 providing an explanation of a recovery plan underway to correct said error; and
 connecting to a vendor for further assistance.

21. A storage medium encoded with machine-readable computer program code
 for managing computer system performance, the storage medium including instructions
 for causing a computer to implement a method, comprising:
 querying a user system for an inventory of all installed components upon
 installation of a new component;
 building a database of information relating to said installed components;
 extracting data relating to said new component and vendor;
 connecting to said vendor's web site using said data;
 retrieving product information relating to said new component;
 verifying requirements of said new product against existing installed
 components; and
 configuring said user system based upon said verifying said requirements.

1 22. The storage medium of claim 21, wherein said installed components include:
2 software;
3 hardware; and
4 peripheral devices.

1 23. The storage medium of claim 21, wherein said database of information
2 includes:
3 product name;
4 product release level;
5 product maintenance level; and
6 contact information for said vendor.

1 24. The storage medium of claim 21, wherein said product information includes:
2 product alerts;
3 product maintenance level;
4 current message translation tables; and
5 diagnostic information.

1 25. The storage medium of claim 24, wherein said message translation table
2 includes:
3 warning flags;
4 error symptom strings;
5 expanded text; and
6 wizards.

1 26. The storage medium of claim 21, wherein said verifying requirements
2 includes determining available memory.

1 27. The storage medium of claim 21, wherein said configuring is automatically
2 performed.

1 28. The storage medium of claim 21, wherein said configuring is manually
2 performed.

1 29. A storage medium encoded with machine-readable computer program code
2 for managing computer system performance, the storage medium including instructions
3 for causing a computer to implement a method, comprising:

4 monitoring activities occurring on an executing application;
5 upon encountering an error, intercepting said error, wherein:
6 if said error is minor:
7 searching a database for said error;
8 displaying a corresponding explanation of said error for a user via translation
9 tables in said database; and
10 displaying a corresponding set of action items for resolving said error or
11 preventing a future occurrence of said error; and
12 if said error is severe:
13 providing a detailed explanation of said error;
14 providing an explanation of a recovery plan underway to correct said error; and
15 connecting to a vendor for further assistance.